



**Position Title: Bilingual (Spanish/English) Family Advocate**

**Primary Function:** As a part of Safe Harbor's Shelter Team, this position will work to strengthen service delivery and maintain the operation of the shelter program. As its primary function, the Bilingual Family Advocate will provide support, advocacy, resource coordination and referral to survivors of domestic violence residing in Safe Harbor's shelter program, with a focus on Hispanic and Latina survivors. This position is responsible for safety planning, crisis intervention, resource coordination, and planning and facilitating domestic violence education and support groups for survivors. The Bilingual Family Advocate works collaboratively with both internal and external programs and agencies to meet the various needs of survivors. **This is a full time salaried, exempt position eligible for full benefits.**

**Reports To: Director of Shelter Advocacy**

**Job Responsibilities**

- Complete initial client intake and assessment to determine appropriateness for shelter program and identify the best course of action to meet survivor's needs.
- Work with survivors to create, implement, monitor, and update individualized safety plans.
- Provide trauma informed advocacy, referrals, education and support to survivors of domestic violence. Assist survivors with obtaining assistance with basic needs and goals, including, but not limited to housing, employment, medical and legal resources.
- Facilitate and coordinate move outs and/or transportation assistance as needed.
- Connect survivors with children to parenting and childcare resources, assist with school enrollments, and addressing specific challenges that families face within the shelter.
- Facilitate and lead discussions and/or groups with clients aimed at developing an understanding of trauma, promotion of healthy relationships and strength building, as well as increasing overall knowledge base of life skills and community supports.
- Build and maintain collaborative relationships with local community agencies, service providers, and community resources that are regularly utilized by survivors of domestic violence, especially in Hispanic and Latina communities.
- Maintain a current guide of community resources, assist survivors with navigating referrals, and establishing access points to needed services.
- Observe all standards of confidentiality, maintain client database, and ensure detailed and timely documentation of client files.
- Maintain accurate files, progress notes, data entry, and compile monthly advocacy report, including tracking advocacy hours, referrals and shelter statistics.
- Assist with day to day shelter operation by creating a shelter culture that exemplifies teamwork and respect; promotes safety; responds to client concerns and challenges

- in a trauma informed manner; and strives to create a caring and inclusive environment marked by empathy, understanding, and acceptance.
- Attend staff and supervisory meeting as scheduled.
  - Attend community and state meetings and participate as a representative of Safe Harbor.
  - Lend support to the training of volunteers who assist in achieving Safe Harbor objectives.
  - Lend enthusiastic support to agency policies, events, and to fellow co-workers.
  - To assume such other duties as assigned by the Director of Shelter Advocacy or Program Mgr.

### **Qualifications**

- Bachelor's Degree or Associate Degree in Human Services or related field with 1 year experience
- ***Fluent in Spanish and English; both in spoken and written communications***
- Ability to work with diverse individuals in an empathetic and nonjudgmental manner, demonstrated respect for others' experiences, language, culture, and knowledge
- Demonstrated organizational skills and ability to navigate multiple priorities in a crisis oriented environment
- Commitment to team work and collaboration
- Demonstrated ability to take initiative and exercise good judgement
- Ability to navigate and handle complicated situations
- Ability to manage confidential information in an appropriate manner
- Ability to work flexible hours, including some evening and remote work
- Good verbal and written skills in English
- Proficient in Microsoft Office and G-Suite
- Possession of a valid SC Driver's License
- Knowledge of the dynamics of domestic violence and demonstrated track record in advocacy preferred.
- Knowledge of the group process and the ability to lead and organize a wide variety of group formats preferred.
- Public speaking experience preferred

Highly motivated and qualified candidates may apply by [clicking here](#)